[Insert organisation name/logo]

Consumer participation   
payment guide summary

**[Insert organisation name]** has developed a payment guide for types of activities undertaken by consumers. As indicated below, generally payment is made for strategic/specialist knowledge activities. Consideration will also be given to the amount of work required for any particular activity, for example background reading and preparation time required to be part of an advisory group.

When considering payment for consumers **[insert organisation name]** will aim to pay a minimum of **[insert amount e.g. $30.00 – $40.00 per hour].**

Where resources are limited other options will be considered including: reimbursing travel expenses and providing catering.

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of involvement** | **Example** | **Level** | **Payment** |
| Getting information | Being told what is available | Individual | No |
| Giving information | Telling services what it is like to use them (e.g. surveys) | Individual | No, but may want to provide incentive |
| Consultations | Workshops, focus groups, consultations | Service | Yes, to be negotiated with consumers. Could include incentives or reimbursement travel expenses. |
| Participation | Involved in shaping policies and strategies | Strategic | Yes |
| Partnership | Deciding what policies and strategies need reshaping | Strategic | Yes |
|  | Be part of an interview panel | Strategic/ Service | Yes |
|  | Being on an advisory committee | Strategic/ Service | Yes |
|  | Provide training to staff or other consumers | Service | Yes |

**\*** Adapted from Croydon Drug and Alcohol Action Team (DAAT): Service User Involvement Tool Kit, 2005 and reviewed by NUAA, 2015